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## Contents: Critical Outcome Performance Measures

Effective Date: **April 2000**

Point of Contact: [Manager, Office of Performance-Based Management/Integrated Assessment Program](#)

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### Section

### Overview of Content (see section for full process)

#### [Introduction](#)

#### [1. Revising Critical Outcome Performance Measures](#)

- Prepare revision form.
- Obtain approval from Critical Outcome Steward.
- Forward request to Manager of Performance-Based Management/Integrated Assessment (PBM/IAP).
- DDO forwards request to DOE.
- Finance and Administration Directorate modifies contract.

#### [Definitions](#)

#### **Exhibits**

[Flowchart for Revising Critical Outcome Performance Measures](#)

[Table of Critical Outcome Stewards](#)

#### **Forms**

[Request for Revision of Critical Outcome Performance Measures](#)

## Training Requirements and Reporting Obligations

This subject area does not contain training requirements.

This subject area may or may not contain reporting obligations. See the subject area until obligations are listed here.

## References

BNL [Critical Outcomes, Objectives, and Performance Measures](#) website

## Standards of Performance

Managers shall ensure that scopes of work properly consider all elements of the Laboratory's operational priorities.

Managers shall develop, maintain, communicate, and manage appropriate plans, i.e., project plans, program plans, operational plans, and business plans.

Managers shall, as appropriate, establish performance objectives, indicators, and targets; conduct self-assessments to collect data and monitor progress; and evaluate the data to identify strengths and weaknesses in performance, and areas for improvement.

## Management System


This subject area belongs to the **Integrated Planning** management system.

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## Introduction: Critical Outcome Performance Measures

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Throughout the course of a fiscal year, there may be a need to change some Critical Outcomes (Appendix B) Performance Measures (or metrics) and perhaps the relative weights of the corresponding Objectives as DOE priorities shift and/or new information is acquired.

This procedure facilitates the contractual change control process by defining the procedural steps, providing the supporting documentation, and coordinating the Laboratory review of the proposed changes and submittal of change requests to DOE/BHG.


All final changes to contractual performance measures are implemented through established contract modification protocols of the Finance and Administration Directorate.

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Subject Area: **Critical Outcome Performance Measures**

## 1. Revising Critical Outcome Performance Measures

Effective Date: **April 2000**

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## Applicability

This procedure applies to staff who have direct responsibility for achieving Laboratory contractual performance measures.

## Required Procedure

This procedure should be implemented as soon as practicable following realization that a contractual performance measure should be revised.

The [Flowchart for Revising Critical Outcome Performance Measures](#) shows this procedure.

<b>Step 1</b>	<p>The Critical Outcome Measure Steward prepares the <a href="#">Request for Revision of Critical Outcome Performance Measures</a>. See the exhibit on the <a href="#">Table of Critical Outcome Stewards</a> for a list of Critical Outcomes and Stewards.</p> <p><b>Note:</b> A Critical Outcome Measure Steward is any individual who has Laboratory-Level responsibility for reporting on progress towards achieving contractual <a href="#">Critical Outcomes, Objectives, and Performance Measures</a>.</p>
<b>Step 2</b>	The Critical Outcome Steward approves the request and forwards it to the Manager of the Performance-Based Management/Integrated Assessment (PBM/IAP).
<b>Step 3</b>	The Manager of PBM/IAP assigns a tracking number to the <a href="#">Request for Revision of Critical Outcome Performance Measures</a> and prepares a transmittal letter for submission to DOE.
<b>Step 4</b>	The Deputy Laboratory Director for Operations signs the transmittal letter and forwards it to DOE.
<b>Step 5</b>	If DOE approves the change, the Manager of PBM/IAP gives the request and approval letter to the Finance and Administration Directorate to modify the contract in accordance with existing protocols. The Integrated Information Management System (IIMS) is revised as necessary through the Office of Management Services (OMS).
<b>Step 6</b>	If DOE rejects the change, the Critical Outcome Steward may decide to re-submit the request with an alternative measure.
<b>Step 7</b>	The Office of Performance-Based Management/Integrated Assessment Program maintains records of change requests. The Director for Finance and Administration maintains records

records of change requests. The Director for Finance and Administration maintains records related to contractual changes.
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## Guidelines

Discussions about the need to revise the measures should be held with DOE-BHG counterparts before submitting the request.

## References

BNL [Critical Outcomes, Objectives, and Performance Measures](#) website

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## Definitions: Critical Outcome Performance Measures

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Point of Contact: [Manager, Office of Performance-Based Management/Integrated Assessment Program](#)

Term	Definition
Critical Outcome Measure Steward	Any individual who has Laboratory-Level responsibility for reporting on progress towards achieving Critical Outcome Measures.

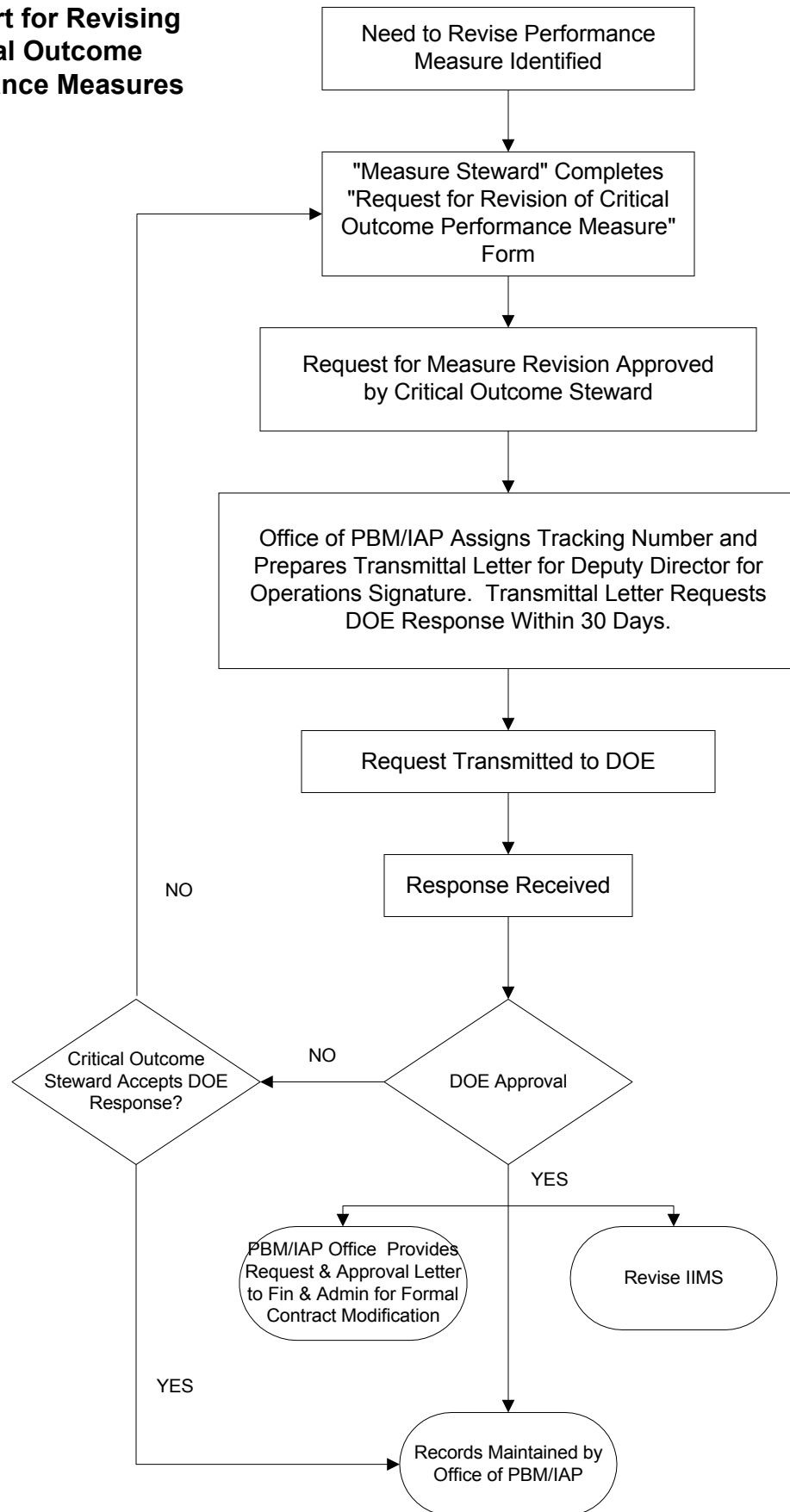
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# Flowchart for Revising Critical Outcome Performance Measures





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Subject Area: **Critical Outcome Performance Measures**

## Table of Critical Outcome Stewards

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Point of Contact: [Manager, Office of Performance-Based Management/Integrated Assessment Program](#)

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The Table of Critical Outcome Stewards is provided as a [Word](#) file for viewing and printing.

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## Table of Critical Outcome Stewards

Critical Outcomes	Steward
<b>1.0 Excellence in Science &amp; Technology</b>	P. Paul
<b>2.0 Communications and Trust</b>	M. Lynch
<b>3.0 Environment, Safety and Health Excellence</b>	K. Brog
<b>4.0 Leadership and Management</b>	M. Bebon

## Request for Revision of Critical Outcome Performance Measures

PBM/IAP Office Tracking Number: \_\_\_\_\_

**Critical Outcome:**

**Objective:**


**Existing Measure:**

**Requested Revision:**

**Justification:**

**Submitted By:** \_\_\_\_\_  
Measure Steward Date

**Approved By:** \_\_\_\_\_  
Critical Outcome Steward Date



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## Revision History: Correspondence and Commitment Tracking

Point of Contact: [CCTS Coordinator](#)

### Revision History of this Subject Area

Date	Description	Management System
June 2004 -- Minor Rev. 1.4	The <a href="#">Concurrences Form</a> was revised; the asterisk denoting M. Bebon's status as Interim Deputy Director for Operations was deleted.	Quality Management
March 1999	This information was developed by a team using the process for Standards-Based Management development.	Quality Management

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